

# COVID-19 TOOLKIT

## Retail Establishments

This toolkit provides guidance for retail establishments to support safety for workers and customers. These protocols are mandates.

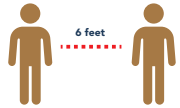


## **This toolkit includes:**

1. COVID-19 Prevention Practices
2. Physical Distancing Requirements
3. Infection Control
4. Protecting Employees
5. Protecting Customers
6. Resources to Communicate with your Staff and Customers

**To prevent the spread of  
COVID-19 in your retail  
establishment, here's what  
you need to know and do:**

# 1. COVID-19 Prevention Practices



Physical distancing of at least 6 feet



Use of face coverings by employees and customers



Frequent handwashing and regular cleaning



Employee training on COVID-19 protocols



## 2. Physical Distancing Requirements

- Limit the number of customers inside your store to 50% of maximum occupancy. Monitor all entrances to track occupancy.
- Be prepared to queue customers outside while maintaining physical distancing of at least 6 feet.
- Provide a single, clearly designated entrance and separate exit, where possible.
- Take measures to minimize exposure at check-out stations, such as Plexi-glass barriers.
- Create 6-foot markings to indicate spacing requirements at check-out line.
- Employee workstations are separated by at least 6 feet.
- Break rooms are configured to ensure physical distancing.
- View all physical distancing requirements by visiting the [Retail Establishment Protocols](#).



### 3. Infection Control

- Contactless payment systems are in place, or if not feasible, all payment portals, pens, and styluses are disinfected after each use by a different person.
- Common spaces and frequently touched objects in customer pickup and payment areas (e.g., tables, doorknobs or handles, credit card readers) are disinfected on an hourly basis.
- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently.
- Customers are instructed that they must wear cloth face coverings to be served.
- In-store bars, bulk-bin options, and product sampling have been discontinued.
- Where possible, hands-free devices, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers, and timecard systems have been installed. Hand sanitizer, tissues, and trash cans are available to the public at or near the entrance of the facility.

## 4. Protecting Employees

- All employees are told not to come to work if they are sick or if they are exposed to a person who has COVID-19.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- All employees who interact with the public must wear cloth face coverings. Employees who interact with the public that have health conditions that prevent the wearing of a cloth face covering should wear a face shield with a drape cloth that extends below the chin.
- Ensure hand hygiene practices including allowing employees time to wash their hands, the use of hand sanitizer, and proper glove use.
- Break are staggered to ensure physical distancing.
- View additional employee protection protocols by visiting the [Retail Establishment Protocols](#).



## 5. Protecting Customers

- Customers must wear cloth face coverings inside the store. Children under 2 and individuals with health conditions that prevent wearing a cloth face covering.
- Customers who refuse to wear a cloth face covering may be refused service.
- Cashless transactions are encouraged.
- View additional customer protection protocols by visiting the [Retail Establishment Protocols](#).





## 6. Resources to communicate with your staff and customers

Click on the link to find Guidances that must be followed:

Reopening Protocol for Retail Establishments

(must be posted at all entrances)

Workplace Managers Guidance

Responding to COVID-19 in the Workplace Guidance

Help Prevent Outbreaks in the Workplace

Cleaning and Disinfection Matrix

### Posters

Notice to Customers Poster

Physical Distancing Poster

Cloth Face Covering Poster

Stay Away if Sick Poster



# LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH

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